South Carolina Department of Health and Human Services

Community Long Term Care Phoenix Training

Phoenix Training

- Agenda
  - What is Changing
  - Who Will Use Phoenix
  - Phoenix Requirements
  - How Does Phoenix Work Referral/Authorization Process

Phoenix Training

- Agenda
  - Phoenix Initial Login
  - Care Call and Phoenix
  - Resources
  - Questions and Comments

What is Changing

- **Upcoming Changes**
  - Phoenix is a web-based software system.
  - Phoenix will be CLTC's comprehensive participant tracking system.
  - Phoenix will replace CLTC's current Case Management System.
  - This system will create and transmit referrals, authorizations, terminations and service plans.

What is Changing

- Upcoming Changes
  - All referrals/authorizations sent to providers will be electronic, via e-mail and the web.
  - This system will replace CLTC's current fax capabilities.
  - If you do not have e-mail you will not get referrals and authorizations from CLTC.

Who Will be Using Phoenix

- In-home Care Providers
- Adult Day Health Care Providers
- Home Delivered Meals Providers
- Bathroom Safety Providers
- Telemonitoring Providers
- Nursing Providers
- Case Management Providers
- In the future all CLTC providers will be utilizing Phoenix.

Phoenix Requirements

- Providers must have
  - A computer
  - Internet Access (preferably broadband)
  - At least one email address
  - Phoenix will use the e-mail address in Care Call

Phoenix Changes Referral/Authorization Process

Provider Choice Lists

- Provider choice lists will be generated randomly for each participant each time a service choice list is required.

Referral/Authorization Process

- With Phoenix
  - Case managers and nurses will
    - Electronically make referrals to providers for services
    - Electronically receive a response to a referral
    - Electronically send authorizations, terminations, and service plan to providers, via the web
      - **Replaces current CMS fax capabilities**

Referral/Authorization Process

- Impact on Providers
  - Phoenix will send providers e-mails stating they have a referral.
  - Phoenix will direct the provider to a web site to view the referral.
  - Providers will accept or decline the referral within two working days.

Referral/Authorization Process

- Impact on Providers
  - Referrals must be accepted within two working days. If not accepted within two days, the provider will no longer be able to serve the participant and the system will send the referral to the participant's next provider of choice automatically.

Referral/Authorization Process

- Impact on Providers
  - If the referral is accepted, the case manager is notified and an authorization is created and sent via e-mail to the provider to accept.
  - Once the authorization is accepted, providers will receive an e-mail directing them to a web site to retrieve the authorization and, for certain services, the service plan.

Phoenix Initial Login

- Initial Provider Login
  - Web Address
    - https://phoenix.cltc.state.sc.us
  - Provider Number
    - Medicaid Provider ID number
  - Password
    - CLTC provided password
  - FEIN

Phoenix Initial Login

- Initial Provider Login
  - You will need to use the **provider verification button.**
  - Enter your Medicaid provider number, CLTC provided password, Federal ID number, your chosen password and then your chosen password again as confirmation into the spaces.

File Edit View History Bookmarks Yahoo! Tools Help

state.sc.us https://demo.cltc.state.sc.us/session/new

Google

Most Visited Getting Started Latest Headlines

Search Web Mail Shopping Personals My Yahoo! News Game

CLTC Phoenix Web Mode | South Carolina Department of H...

phoenix

Username

Password

CONTINUE »

Login Forgot Password? Provider Verification

This site is protected under state and federal law. Unlawful use of this website will be prosec
to the fullest extent of the law. If you do not conduct business here, you are required to leave
pressing your browser's back button.

Provider
Number

CLTC
Assigned
Password

FEIN

Password

Password
Confirmation

CONTINUE »

hoenix

Phoenix Initial Login

- Initial Provider Login
  - Once you have done the above step you will arrive at a screen where you will need to enter your:
    - **Medicaid Provider number**
    - **Your user created password**
  - Enter your Medicaid provider number, and your user created password into the spaces.

Phoenix Initial Login

- Initial Provider Login
  - You will login using your Medicaid provider number and your user created password from now on.

state.sc.us   https://demo.cltc.state.sc.us/session/new

Most Visited   Getting Started   Latest Headlines

Search Web   Mail   Shopping   Personals   My Yahoo!   News   Game

CLTC Phoenix Web Mode

phoenix

Verification successful, please login with your new password **waivered provider number.**

Username

Password

CONTINUE »

Login Forgot Password? Provider Verification

This site is protected under state and federal law. Unlawful use of this website wi

Phoenix Initial Login

- Phoenix Password
  - Passwords created during the first login to Phoenix must be at least 8 to 40 characters and not contain the name of the user
  - Passwords must contain at least three of the following four characteristics
    - Upper Case
    - Lower Case
    - Numeric Character
    - Symbol (e.g. #,$,%)

Phoenix Initial Login

- Examples of Valid Passwords
  - Phoenix1
  - CLTChelp#
  - CLTCHELP#1
  - Gamecock$
  - Clemsontigerpaw%

Phoenix Initial Login

- Forget your password
  - On the initial login page if you forget your password please click the link forgot password.

  - A new password will be sent to you after clicking on this link

phoenix

Username

Password

CONTINUE »

Login Forgot Password? Provider Verification

This site is protected under state and federal law. Unlawful use of this website will be prosec
to the fullest extent of the law. If you do not conduct business here, you are required to leave
pressing your browser's back button.

Phoenix Initial Login

- Phoenix Provider Dashboard
  - Once you have logged into the site you will be at your provider dashboard
  - The dashboard provides a quick reference for all your referrals, authorizations and notifications from CLTC

Dashboard for

Authorizations

Search: [_____]   [First] [Previous] [1] [Next] [Las

CLTC #	FIRST NAME	LAST NAME	AREA	SERVICE	CASE MANAGER	START DATE	END DATE
9595356	Anybody	Columbia	Columbia	Personal Care II		03/08/2010	
9595033	Barbara	Nature	Columbia	Personal Care II		02/25/2010	
9595209	Jane	Doe	Anderson	Personal Care II		03/03/2010	
9595222	Rhonda	Greenville	Columbia	Personal Care II		03/17/2010	
9595085	Sharon	Greenville	Greenville	Personal Care II		03/17/2010	
9595098	Wenda	Greenville	Greenville	Personal Care II		03/09/2010	
9595099	Wilhelmena	Greenville	Greenville	Personal Care II		03/03/2010	

Pending

[First] [Previous] [1] [2] [3] [4] [5] [Next] [Last]

PENDING	TIME
Referral for Lynn Greenville - Pending approval	03/03/2010 01:36 PM
Referral for Linda Greenville - Pending approval	03/03/2010 01:37 PM
Referral for Michele Greenville - Pending approval	03/03/2010 01:38 PM
Referral for Johnnie Greenville -	03/03/2010 01:39

Notifications

[First] [Previous] [1] [2] [3] [Next] [Last]

NOTIFICATION	TIME
Authorization for Sandra Columbia - Awaiting Provider Response	03/04/2010 02:30 PM
Authorization for Susie A Smith - Awaiting Provider Response	03/04/2010 02:30 PM
Authorization for Rhonda Three - Awaiting Provider Response	03/04/2010 02:30 PM
Authorization for Debbie Rockhill -	03/04/2010 02:31

Dashboard Sections

- Authorizations
  - This section reflects all current authorizations you have in place with CLTC.
  - Clicking on the name of the person will take you to the authorization information for that participant.

X **PC2 Authorization via**

dashboard

referrals

Open Authorizations (25)　　All Authorizations (25)

Client	(9595033) Barbara Nature
Service	PC2
Status	Active with Provider Acceptance
Provider Response:	Accepted at 02/19/2010
Notes:	notes
Start Date:	02/25/2010
End Date:	
Termination Reason:	

Time of Days for Service

5.0 hours on Sunday in the morning

5.0 hours on Monday in the afternoon

Total: 10.0

Preview

South Carolina Department of Health and Human Services
Community Long Term Care
Service Provision Form

Community Long Term Care

Authorization for

Participant: (9595356) Anybody Columbia
Service: PC2
Start Date: 03/08/2010

Provider Phone Number: ___ CLTC Worker: ___
Provider Fax Number: ___ Worker Phone Number: ___

Participant Information		
Participant Name: Anybody Columbia	CLTC Number: ___	Medicaid Number: ___
Address: ___	Age: ___	Gender: ___
Primary Phone: ___	Secondary Phone: ___	Third Phone: ___

Service Information

Dashboard Sections

■ Pending

– This section reflects all referrals you have accepted waiting on Case Manager approval.

– Clicking on the name of the person will take you to the referral information for that participant.

Dashboard Sections

- Pending
  - Referral information will be different for different services.
  - For example, In home service referrals will provide information on the weight and age of a participant.
  - Home Delivered Meals providers will receive different information like address.

Dashboard | Participant Information | Applications | Assessments | Narratives | Medications | Service Plans | Budgets

X Show Personal Care II referral for Lynn Greenville (9595074))

Service Details

Service:	Personal Care II
Start Date:	03/03/2010

Time of Days for Service

3.0 hours on Tuesday in the evening

5.0 hours on Wednesday in the morning

4.0 hours on Friday in the afternoon

Total: 12.0

Participant Details

CLTC #:	9595074
Gender:	
Age:	50
Weight:	150
English Proficiency:	None
Other language:	
Memory Problems?:	No
Wanders?:	No
Smoker?:	Yes
Oxygen in use?:	No
Street Name:	Greenville St
Zip Code:	29601
Household Size:	3
Entrance:	Right
Total transfer:	Extensive assistance

Dashboard Sections

- Notifications- Referrals
  - This section reflects all referrals the provider has **not** accepted. These referrals are waiting on response from the provider.
  - Clicking on the name of the person will take you to the referral information for that participant.

Service Details

Service: Personal Care II

Start Date: 03/11/2010

Time of Days for Service

3.0 hours on Sunday in the afternoon

3.0 hours on Tuesday in the morning

4.0 hours on Wednesday in the morning

5.0 hours on Thursday in the afternoon

Total: 15.0

Participant Details

CLTC #:	9595036
Gender:	Female
Age:	38
Weight:	125
English Proficiency:	None
Other language:	
Memory Problems?:	No
Wanders?:	No
Smoker?:	Yes
Oxygen in use?:	No
Street Name:	Mayberry St
Zip Code:	29072
Household Size:	3
Entrance:	Right
Total transfer:	Extensive as
Lift:	None

3.0 hours on Monday in the evening

2.0 hours on Wednesday in the afternoon

3.0 hours on Saturday in the evening

Total: 8.0

Weight:	150
English Proficiency:	None
Other language:	
Memory Problems?:	No
Wanders?:	No
Smoker?:	Yes
Oxygen in use?:	No
Street Name:	Greenville St
Zip Code:	29601
Household Size:	3
Entrance:	Right
Total transfer:	Extensive as
Lift:	None
Special Equipment:	What is this?

Pets

Dogs:	2
Cats:	
Birds:	
Reptiles:	

Task Checklist

- PC ll will report changes in the participant's co
  Caregiver.
- PC ll will report changes in the participant's co
  supervisor.
- PC ll will report changes in the participant's co
  supervisor.

Dashboard Sections

- Notifications- Referrals
  - Referral information will be different for different services.
  - For example, In home service referrals will provide information on the weight and age of a participant.
  - Home Delivered Meals providers will receive different information like address.

Dashboard Sections

- Notifications -Referrals
  - Once you review the information you can accept or deny the referrals.
  - You can accept or deny the referrals with or without comment.
  - Anything in the notification section needs action, either acceptance or denial, by the provider.

Dashboard Sections

- Notifications- Authorizations
  - This section reflects all authorizations the provider has **not** accepted. These authorizations are waiting on response from the provider.
  - Clicking on the name of the person will take you to the authorization information for that participant.

Client	(9595200) Sandra Columbia
Service	PC2
Status	Awaiting Provider Response
Provider Response:	Awaiting Provider Response
Notes:	
Start Date:	03/11/2010
End Date:	
Termination Reason:	

Time of Days for Service

1.0 hours on Sunday in the morning

1.0 hours on Monday in the morning

1.0 hours on Tuesday in the morning

1.0 hours on Wednesday in the morning

1.0 hours on Thursday in the morning

2.0 hours on Friday in the morning and afternoon

2.0 hours on Saturday in the morning and afternoon

Total: 9.0

➕ Accept

➕ Decline

South Carolina Department of Health and Human Services
Community Long Term Care
Service Provision Form

Community Long Term Care

Authorization for

Participant: (9595175) Debbie Rockhill

Service: PC2

Start Date: 03/11/2010

Provider Phone Number: ___ CLTC Worker: ___

Provider Fax Number: ___ Worker Phone Number: ___

Participant Information		
Participant Name: Debbie Rockhill	CLTC Number: ___	Medicaid Number: ___
Address: ___	Age: ___	Gender: ___
Primary Phone: ___	Secondary Phone: ___	Third Phone: ___

Dashboard Sections

- Notifications -Authorizations
  - Once you review the information you can accept or deny the authorization.
  - You can accept or deny the authorization with or without comment.
  - Anything in the notification section needs action, either acceptance or denial, by the provider .

Phoenix Initial Login

- Account Maintenance/Settings
  - In the right hand corner of your screen there is a section labeled account settings
  - This area allows you to edit your profile and/or change your password
  - Currently each provider can only have one login ID and password for Phoenix

Dashboard for

Authorizations

Search: [   ]   First | Previous | 1 | Next | Las

CLTC #	FIRST NAME	LAST NAME	AREA	SERVICE	CASE MANAGER	START DATE	END DATE
9595356	Anybody	Columbia	Columbia	Personal Care II	Family Touch	03/08/2010	
9595033	Barbara	Nature	Columbia	Personal Care II	Family Touch	02/25/2010	
9595209	Jane	Doe	Anderson	Personal Care II	Family Touch	03/03/2010	
9595222	Rhonda	Greenville	Columbia	Personal Care II	Family Touch	03/17/2010	
9595200	Sandra	Columbia	Columbia	Personal Care II	Family Touch	03/11/2010	
9595085	Sharon	Greenville	Greenville	Personal Care II	Family Touch	03/17/2010	
9595098	Wenda	Greenville	Greenville	Personal Care II	Family Touch	03/09/2010	
9595099	Wilhelmena	Greenville	Greenville	Personal Care II	Family Touch	03/03/2010	

Pending

First | Previous | 1 | 2 | 3 | 4 | 5 | Next | Last

PENDING	TIME
Referral for Lynn Greenville - Pending approval	03/03/2010 01:36 PM
Referral for Linda Greenville - Pending approval	03/03/2010 01:37 PM
Referral for Michele Greenville - Pending approval	03/03/2010 01:38 PM
Referral for Johnnie Greenville	03/03/2010 01:39

Notifications

First | Previous | 1 | 2 | 3 | Next | Last

NOTIFICATION	TIME
Authorization for Susie A Smith - Awaiting Provider Response	03/04/2010 02:30 PM
Authorization for Rhonda Three - Awaiting Provider Response	03/04/2010 02:30 PM
Authorization for Debbie Rockhill - Awaiting Provider Response	03/04/2010 02:31 PM
Authorization for Tammy Rockhill	03/04/2010 02:31

Phoenix Initial Login

- Changing Password
  - Clicking on the change password button allows you to change your password

CLTC Phoenix Web Mode - Mozilla Firefox

File   Edit   View   History   Bookmarks   Yahoo!   Tools   Help

state.sc.us   https://demo.cltc.state.sc.us/users/908

Google

Most Visited   Getting Started   Latest Headlines

Yahoo!   Search Web   Mail   Shopping   Personals   My Yahoo!   News   Game

CLTC Phoenix Web Mode   South Carolina Department of H...

tapley

Info

Login ID: tapley

Name:
CareCall Password:
CareCall Access:
Roles: Roy's Protege, Roy's Protege

Areas: Statewide

Phone Numbers

LOCATION	NUMBER +EXTENSION

Edit Profile

Change Password

Edit User Roles

CLTC Phoenix Web Mode - Mozilla Firefox

File   Edit   View   History   Bookmarks   Yahoo!   Tools   Help

state.sc.us   https://demo.cltc.state.sc.us/users/908/user_password/edit

Google

Most Visited   Getting Started   Latest Headlines

Search Web   Mail   Shopping   Personals   My Yahoo!   News   Game

CLTC Phoenix Web Mode   South Carolina Department of H...

Welcome Tapley | Dashboard | Account Settings | Mimic User | Log

HOME   **PARTICIPANTS**   **PROVIDERS**   **REPORTS**   **WAITING LISTS**   **ADMINISTRATION**

Update your password

* Current Password:

* Choose Password:

* Re-type Password:

Change Password

Copyright 2008 — 2010 South Carolina Department of Health and Human Services, Community Long-Term Care
last updated 02/26/2010 at 11:02AM

Tentative Schedule

- CMS will no longer be utilized close of business April 2, 2010.

- Data will be converted from CMS to Phoenix over the weekend of April 2, 2010.

- Phoenix will begin operating as soon as possible the week of April 5, 2010.

Tentative Schedule

- Some parts of the state will not be able to access Phoenix immediately the week of April 5, 2010.

- You should be able to set up your Phoenix account April 5, 2010.

- We will email you with an exact date if there are changes in the April 5, 2010 date.

Questions?

Care Call and Phoenix:

- Accessing Care Call on the Web
- Provider Information
- First time user
- E-mail Addresses
- Exceptions
- ADHC and Meal Providers
- Case Management Providers

Care Call/Phoenix

- Accessing Care Call on the Web
  - For an initial log-in password, contact
    - Tony Matthews 803-898-2712
    - Debora Carter   803-898-2612
  - Download a Care Call manual directly from the Web site.
    - https://scc.govconnect.com

Care Call/Phoenix

- First time Care Call user
  - Log in under "I am a new user"
- First time users must have:
  - Provider ID
  - Password (CLTC assigned)
  - FEIN

Welcome

Welcome to the South Carolina Care Call Service Monitoring system. This is a fast, powerful, and accurate system that provides real-time access to information about client care. The online database provides an effective solution to manage information about cases, providers, aides, and client services and ensures that payment is made for only authorized services that have been performed. This system also generates automated billing on a weekly basis based on verified delivery of services.

With this system, you have the ability to do the following:

- Ensure DHHS pays only for services rendered.
- Verify authorized services are provided.
- Produce on-line, real-time reports of services rendered with the ability to produce standardized and ad-hoc reports in a secure, Internet environment. The reports will be available to CLTC staff and DHHS specified providers Internet.
- Create reports for services not delivered as authorized.
- Create weekly provider reports of billed and unbilled activities, missed visits, and reasons for unbilled activities.
- Eliminate opportunities for fraud.

SC DHHS Links

- DHHS Home Page
- Medicaid Information
- Provider Information Center
- Long Term Care Information
- Medicaid Provider Manuals
- CLTC Scopes of Services
- DHHS Telephone Directory
- SC Access

SC CLTC Staff Log In
(South Carolina DHHS Employees Only)

Enter User ID: _____

Enter Password: _____

Log In

Provider Log In
Select the item below which applies to you

I am a REGISTERED USER (I Have a Password)

Enter Medicaid Provider ID: _____

Enter Password: _____

Log In

I am a NEW USER (I Need a Password)

Enter Medicaid Provider ID: _____

Create Password

Care Call/Phoenix Integration

- Enter your CLTC assigned password, Federal Tax ID number and a new password and click continue at the next screen

- After clicking continue you will see a message indicating you have successfully created a new password.

- Clicking continue at this screen will take you back to the main menu.

Create Password

EXIT →

Create <Provider Name> Password

Enter your CLTC-assigned Password: [   ]

Enter your Federal Tax ID Number: [   ]

Enter your new Password: [   ]

Re-enter your new Password: [   ]

Continue

Success

EXIT →

Your new Password has been successfully created. Please make note of your Password and keep it in a safe place.
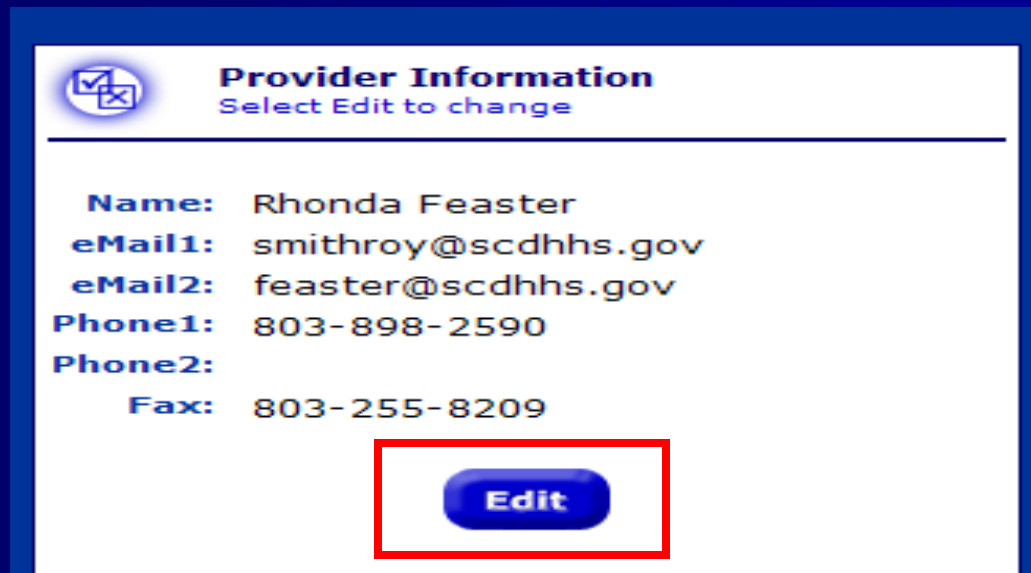
Continue

Care Call/Phoenix Integration

- Provider Information
  - After accessing Care Call for the first time and *periodically*, providers need to make sure the ***Provider Information*** in Care Call is correct.

  - If your e-mail is not up to date you will not receive referrals and authorization notification from CLTC.

Care Call/Phoenix Integration

- Provider Information
  - If a phone number or e-mail address changes, the provider needs to edit the information in Care Call.

Provider Information
Select Edit to change

Name:	Rhonda Feaster
eMail1:	smithroy@scdhhs.gov
eMail2:	feaster@scdhhs.gov
Phone1:	803-898-2590
Phone2:	
Fax:	803-255-8209

Edit

Care Call/Phoenix Integration

- **E-mail Addresses**
  - CLTC will only send referrals and authorizations via the e-mail address in Care Call.
  - Providers must have an e-mail address in Care Call to receive referrals and authorizations from Phoenix.
  - Providers are responsible for ensuring that their e-mail addresses are current.
  - If your e-mail address is not current you will not receive any requests for services from CLTC.

Resources

Resources

- Web sites
  - Phoenix
    - https://phoenix.cltc.state.sc.us/
  - Care Call
    - http://scc.govconnect.com
  - South Carolina Medicaid
    - www.scdhhs.gov

Resources

- Phone Numbers
  - CLTC Central Office
    - Jon Tapley 803-898-2702
    - Tony Matthews 803-898-2712
    - Debora Carter 803-898-2612
  - Medicaid Automated Eligibility Verification
    - 1-888-809-3040

Resources

- E-mail Addresses
  - Provider Group
    - provider@scdhhs.gov
  - Care Call Group
    - carecall@scdhhs.gov
  - Phoenix Group
    - Phoenix@scdhhs.gov

Questions?